

**I-Billing for Providers
Most Frequently Asked Questions
Michigan Department of Human Services**

Billing System:

How do I find my Provider ID number and Personal Identification Number (PIN)?

Your Provider ID number is located on the DHS-198, Child Development and Care (CDC) Certificate/Notice of Authorization. Your PIN is an automatically assigned six-digit number that is mailed separately.

Note: A PIN reset process has been added to the I-Billing system. You will be asked to complete a set of security questions after accessing the online CDC system. You must select three security questions from the list of choices and enter a response for each. You will also have the option to enter your email address where a future PIN request can be sent; otherwise your PIN will be mailed to the address on file.

What is a pay period?

A pay period is a two-week billing period for which a unique three-digit number has been assigned. Refer to the CDC Payment Schedule in the Child Development and Care (CDC) Handbook (DHS Pub-230).

How do I use the Internet for billing?

To enter your billing information, access the I-Billing system at www.michigan.gov/childcare. Have your Provider ID number, your PIN and your time and attendance information, such as the DHS-1546, Provider's Child Care Daily Time and Attendance Record, in front of you. You will enter the information for the two-week pay period for each authorized child you provided child care for.

How do I enter my billing information?

Select the pay period you are billing for on the Main Menu and click the "Work on Billing Invoice" button. Enter the child care hours for each child. Round to the nearest half-hour. For example, if you provided child care for seven hours and 40 minutes on Tuesday, you will enter 7.5 for the child care hours for that day.

How do I bill for a child who is absent because of a reported illness or a holiday?

If there is a holiday or a child listed on the I-Billing screen is ill, you can bill for that child if the child would have normally been in your care that day. Please understand that billed hours may not exceed the number of hours the child would have normally been in your care. For example, if you normally provide care for four hours, you may only bill for four ill or four holiday hours. Enter the hours in the ill/holiday hour boxes.

Note: Ill/holiday hours are limited to 208 hours per child per fiscal year. Any ill/holiday hours exceeding this limit will be the responsibility of the parent. The fiscal year begins Oct. 1 and ends Sept. 30.

How do I make billing corrections for this pay period or for a prior pay period?

To correct an invoice that has already been submitted, select the pay period you need to correct on the I-Billing Main Menu, and then select "Work on Billing Invoice." Make the corrections on the billing screen, then certify and submit the invoice.

Note: Billings may only be corrected up to 90 days after the end of the pay period.

How do I bill for a child whose name is not listed?

If a child's name is not listed on the I-Billing screen, select the "Next" button to view additional pages. If a child is not listed, ***you may not be authorized to bill for this child.***

What are the other buttons on the I-Billing Main Menu?

The options on the Main Menu are:

- a) Work on Billing Invoice
- b) View last payment
- c) View previous billings
- d) View payments by pay period
- e) View DHS-1381
- f) Add/remove child

How do I successfully log-out of the I-Billing system?

Click on the button titled "Exit" located at the bottom of the main page. Once you have done that, you can close out your Internet browser.

Note: The Child Development and Care (CDC) Handbook, Pub-230, is mandatory reading. This publication can be located at: www.michigan.gov/childcare. The handbook states that providers must keep time and attendance records. These records must be kept for four years for auditing purposes. You may use the DHS-1546, Provider's Child Care Daily Time and Attendance Record, which is also located on our website.

Billing Time Frames:

When can I bill for child care with I-Billing?

The I-Billing system is available 365 days a year, 24 hours per day, 7 days a week.

Training and Technical Assistance:

Is there any Internet Billing training available?

Yes! You may use our I-Billing web tutorial which can be found at www.michigan.gov/childcare.

How can I talk to a person about questions I have?

If you need personal assistance, you can talk to someone:

Monday through Friday – 7:30 a.m. to 5 p.m.

**By calling:
1-866-990-3227**



**STATE OF MICHIGAN
Department of Human Services**

Quantity: 0
Cost: \$0
Authorization: DHS Director

Department of Human Services (DHS) will not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, sex, sexual orientation, gender identity or expression, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.